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No Going Back!

This newspaper has been produced for members and attendees of the H&SA annual conference. It includes everything you need to know about the conference as well as articles and thoughts from our sponsors and contributors. Our conference theme this year is No Going Back and in your delegate packs you will get a free copy of an important book that documents the lives of people in Prudhoe Hospital. There is no doubt that there is No Going Back to that.

The last year has been clouded by the lack of progress for people who end up in hospitals or poor quality care and this has been a large focus of our work. Despite the fact that still too many people live in hospitals, the figures do show a big rise in people living in various types of supported living from group homes to home ownership. This is down to our members who lead in providing and commissioning housing and support that fits around what people want. This coming year, our

major challenge is to provide alternatives to hospital that enable people to remain in their communities. Another challenge is how we help those who can't move out of the family home because money is tight for commissioners or there is a lack of low level and preventative supports. The Care Act will change responsibility and eligibility so we need to solve these problems and come up with good solutions: commissioners, providers, people and families together. We hope that today inspires you to do this!



No Going Back by Tim Keilty & Kellie Woodley, documents the experiences of people who lived and worked at Prudhoe Hospital in Northumberland - one of the many institutions where people with learning difficulties were incarcerated during the twentieth century. www.bit.ly/no-going-back.

Contents

No Going Back	2
Hospital was a hellhole!	2
Assistive technology	3
The Disabled People (Community Inclusion) Bill 2015 #LBBILL	4
Making our voices stronger.	5
Carls Small Sparks	5
Does supported living help people get better lives?	6
My kind of high security	7
About Good Housing Brokerage	8
LDA pull-out Why the LDa	9
LDa Launch Agenda	12
We are strong we just don't know it!	10-11
The Totally Wrong List	12
Better Lives for People with Learning Difficulties	13
Open Future Learning Special Offer	13
Three Quality Initiatives	14
The Care Act 2014	15
The CQC – "A Modern Regulator"	15
Focus on: The H&SA Advice Service	16
H&SA Annual Report 2013-2014	16
Exhibitors list	17
Who's Who at the Conference	18-19
Conference agenda	20
Parallel seminars	20

Recent facts about where people live*

Where people live	2013-14	%
Total people with learning disabilities in England	142,240	100%
Settled family home	52,100	36.63%
Individualised arrangements inc ownership, shared lives, tenancy	28,885	20.31%
Registered and nursing care	27,800	19.54%
Supported accommodation and group home	25,405	17.86%
Acute & long-stay residential/hospital	3250	2.28%
Temporary accommodation	1885	1.33%
Prison	75	0.05%
Unknown		2%

*from local authority returns to the Health and Social Care Information Centre based on adults aged 18+ known to councils

www.housingandsupport.org.uk/no-going-back



#hsa2014

No Going Back

H&SA's chief executive, Alicia Wood reflects on what No Going Back means to her.

Twenty years ago. I was working on closing long stay hospitals. I remember going into the hospitals and seeing rows of beds separated by wardrobes containing clothes with other people's names on them. The long queues for prison style food each mealtime. The man whose head was misshapen from the continual banging against walls and doors. The residents and staff who went about their business despite the sickening thud of a skull, forgetting that this came from a human being in need. In my mind we can never go back to this. We are too far on to

We see the institutions replaced with residential care homes and supported living but people still remain segregated from their communities and have little choice and control over their lives

blatantly institutionalise people in this way. What I fear are the new ways we institutionalise people with learning disabilities.

If you'd have asked me twenty years ago what would be happening for people with learning disabilities in 2014, I would have optimistically guessed that people with learning disabilities would be leading ordinary lives, live in their own homes, with people they liked, have support support, jobs, relationships and all the things that most of us take for granted. This century did start with great promise: Valuing People, Supporting People, Choice, Inclusion, Control...

Many people and organisations really get this and we have seen a massive change in how people with learning disabilities live their lives and what is possible if you get things right.

What we also see are the people and organisations that have developed the language of choice, control and inclusion but still don't get what it really means or looks like in people's lives. We see the institutions replaced with residential care homes

and supported living but people still remain segregated from their communities and have little choice and control over their lives. There are still hospitals being built for people with learning disabilities in 2014, with too many people living in them because we have not provided enough support in communities.

What keeps us all going are the positive stories, the brilliant things we hear about from our members, those providers and commissioners that really get it right and help people with learning disabilities and families to have good lives. I know for them that there is no going back.

But we cannot ignore the injustices we are hearing about on a daily basis through our advice service; the poor care and lack of rights of people and their families.

The biggest leaps I have seen this year are the strengthening voices of people with learning disabilities and their families. We have seen People First England start up and grow to have a real presence in the media and politics and not just to legitimise the voice of charities. We see the power of wronged families like Mark Neary and Sara Ryan emerge through social media to take on the organisations that get it wrong and through this, we see the emergence of the #LBBill, a ground breaking bill drafted to change the balance of power in decision making about where people live. We see the Learning Disability Alliance launch to bring together previously disparate voices of people, families and professionals.

The power of people with learning disabilities and their families is growing fast. If we all put our energies into helping, their voices become the loudest and the strongest. This will be the point from which there is no going back.

Gary Bourlet, Co-development lead for People First England and No Going Back Chair says what No Going Back means to him.

Of course No Going Back means the bad things from the past like hospitals, residential homes and day centres. But to me, No Going Back is about service

providers, parents and charities speaking for us. Lots of charities are run by non-disabled people and have all the money.

People First England means people have a voice to speak up for themselves. We can't do this by ourselves, we want families and charities to work with us. We want them to give us jobs and money so we can do this. For me No Going Back is an attitude!

Hospital was a hellhole!

Suzie Fothergill spent 10 years living in hospitals for people with learning disabilities.

Suzie said 'Hospital was a hellhole to live in but being there gave me the inspiration to change other people's lives. Nobody wants to go back to that dark place. People deserve better. That's why we made the book No Going Back.'

Suzie has been a Quality Checker at Skills for People in Newcastle upon Tyne, for over 10 years. She is to become the first Chairperson of the new Association of Quality Checkers to be launched in 2015.

Suzie said 'My life couldn't be better. I've got my own home, my two grown up kids and my job. I get to travel around the country helping to make lives better. I love singing and performing in shows, alongside my lovely kids.'



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Assistive technology

Claire Hall, H&SA Associate

“Assistive Technology?” “Buttons that can help people call for help, right?” Well yes... but assistive technology can offer a whole lot more...

We have seen good things happen in people’s lives when assistive technology is understood and used properly. People feel safer, do more for themselves and get more privacy and dignity.

However, there is still a lack of understanding of technology and its potential, a lack of creativity in its use and a lack of training and development for those who need to help people use it.

The realities of frontline practice and the importance of the relationship between people and technology are hugely underestimated, with organisations’ policies often focussed on getting equipment

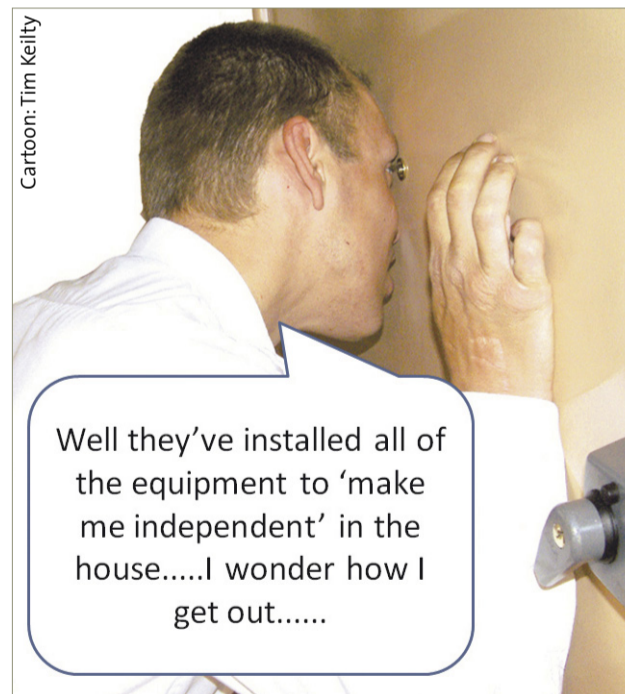
installed and recording outcomes rather than investing time and energy in the people who will be using technology and advocating for its use.

There are barriers to the use of assistive technology that mean decent outcomes might be missed. Such barriers might include: not understanding the technology’s potential; concerns that people will be left vulnerable or isolated; fear of losing a job or a caring role; or safety concerns.

At H&SA we are going to be focusing on technology over the next year by producing resources, information and training for people with disabilities, their families and carers, and frontline staff so that it is easier for people to understand how technology works, how it can be of benefit and the practical issues.

We want to reach potential users rather than just managers looking at it from a strategic or corporate point of view. We

Cartoon: Tim Keilty



want to get beyond the belief that assistive technology is only a money saver, towards a real understanding of its use.

We will be sharing ideas, stories, outcomes and information, so keep an eye on our website for further news!

If you want to get more help to use technology in your organisation contact claire.hall@housingandsupport.org.uk

The Disabled People (Community Inclusion) Bill 2015 #LBBILL

The bill been put together by the Justice for LB campaign and has the shorthand 'LBBill' in memory of Connor Sparrowhawk, whose nickname was 'Laughing Boy'. Connor drowned in the bath of a NHS Assessment and Treatment Unit on 4 July 2013. It was an entirely preventable death. There are many people who are living in hospital and care settings because there is not enough help in their communities.



© CHANGE

Every week we hear of people with learning disabilities having to move away from their families and communities because there is not enough support locally. This is wrong.

What is The Disabled People (Community Inclusion) Bill 2015 trying to achieve?

The two main things that the bill wants to achieve are:

- To make it a legal reality for disabled people to be fully included in their communities
- To make it harder for the State to force disabled people to leave their homes against their wishes, or the wishes of their families.



© CHANGE

Draft clauses in The Disabled People (Community Inclusion) Bill 2015

- Draft Clause 1.** Duty to have due regard to the need for disabled people to be included in the community
- Draft Clause 2.** Residential care not relevant to decisions in relation to community support for disabled people
- Draft Clause 3.** Duty to secure sufficient supply of community support
- Draft clause 4.** Duty to secure most appropriate living arrangement
- Draft Clause 5.** Residential living arrangements to be subject to approval
- Draft clause 6.** Duty to report on residential living arrangements and community support
- Draft clause 7.** Amendments to Mental Capacity Act 2005
- Draft clause 8.** Removal of people with learning disabilities and autistic spectrum conditions from scope of Mental Health Act 1983

H&SA encourages members and friends to support the Disabled People (Community Inclusion) BILL 2015.

Many H&SA members have long been committed to people with learning disabilities and their families having real choice and control over where they live. This bill will re-enforce the work of many of our members to achieve this.

What you can do to support the The Disabled People (Community Inclusion) Bill 2015?

A final draft of the bill will be drawn up early 2015. Everyone can comment and make suggestions. Unless the measures in the bill are adopted by government, the campaign plans to lobby backbench MPs to adopt the bill in the 2015 Private Members Bill ballot.



© CHANGE

Things to do:

- Say what you think about the draft bill
- Tell your colleagues and connections about it
- Organise a local event to discuss the draft bill
- Pledge your support for the Bill.

Making our voices stronger.

People First England was launched in January. Kaliya Franklin and Gary Bourlet have had a lot of support from people in the way of assistance, advice and funding. Gary would like to thank all of the organisations and individuals for their kind support.



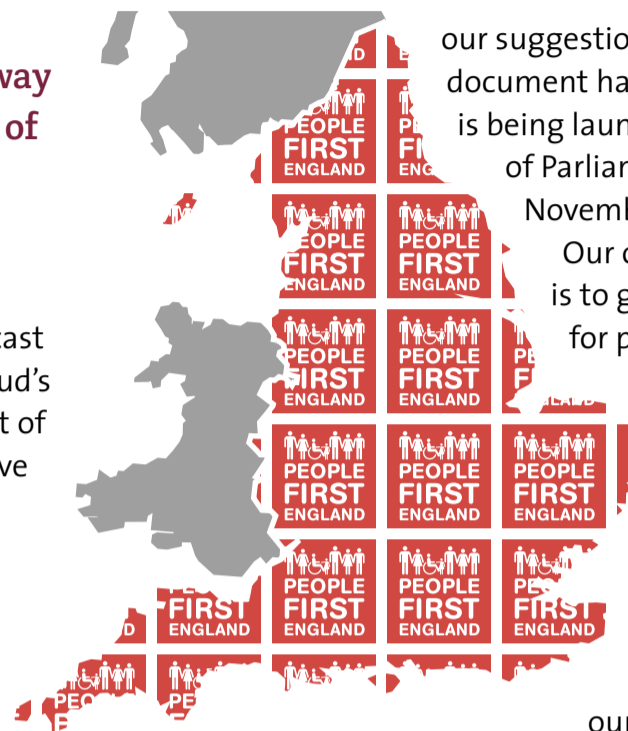
Since the launch we have spent time spreading the word. We held a competition for 2 self-advocates to attend a party political conference. Vicky Hiles won her place to go to the Labour Conference and Sean Webster the Conservative Conference. They both asked excellent questions which can be viewed on YouTube. It was a great

experience for all of us.

Since the conferences I have taken part in a podcast interview due to Lord Freud's comments and treatment of me and Kaliya and we have both had interviews with Radio 5 live.

We have both written 3 articles each which have been printed in Community Living magazine and Learning Disability Today magazine. I have also had an article regarding the work I do and my life story in the Guardian.

We are working to launch a new Learning Disability Alliance because we want to continue into next year to the build-up of the general election. It is important for as many people with Learning Disabilities as possible to have the opportunity and information they need to vote. Due to



our suggestions an Easy Read document has been created which is being launched in the Houses of Parliament on the 25th November.

Our other aim for next year is to get in place courses for people with Learning

Disabilities to help teach how to speak to the media, use Social Media and to keep safe on it.

We desperately need more funding for us to be able to continue our work. I work with

an inspirational team of people who have helped to make this all possible so far.

Kaliya and I are in for the long term and are hoping to expand in the future so more people can join with us. By September of next year we are hoping to launch ourselves as a charity.

We would like to thank Mariana from H&SA for doing the administration work and everything else she does behind the scenes.

Carl's Small Sparks



This year, H&SA launched Carl's Small Sparks; a Small Sparks scheme in memory of our friend and colleague Carl Poll. Carl was a founding member of H&SA when he founded Keyring Living Support Networks. He has led many national and international initiatives to help people with learning disabilities have good lives.

Small Sparks is a small grants programme that helps people to do new and exciting things in their community. People have great ideas and mostly they don't cost very much money so this is a way to help people turn their ideas into reality with small amounts of money.

Small Sparks started in Seattle and Carl developed the programme in the UK with in Control. It's a great way of just letting people get on with things they want to do.

By involving other local people, Small

Sparkers can make real connections in their local community and create projects that benefit everyone. To run a Small Spark you just need: an idea, a plan to involve local people, to keep a record – maybe in photos and to share the story of what you did.

We have launched Carl's Small Sparks because we want to make sure that Carl's work continues to benefit people with learning disabilities. We need people and organisations to either donate to Carl's Small Sparks or to sponsor a whole Small



Spark. We will be offering the first Sparks out to Keyring Network Members and then we will open them out to people that our members support.

If you would like more information, go to www.smallsparks.org.uk

Does supported living help people get better lives?

Alicia Wood, H&SA's CEO asks 'has supported living given people with learning disabilities better lives'? Has it delivered all it promised in giving people real choice and control over where they live and who they live with?



Well, yes and no.

Supported living is a concept that says people with learning disabilities should determine their own lives, choose who they live with and where they live. The concept is a straightforward and achievable one if you started with a person, or a group of friends who want to live together.

The supported living services that were developed in the early days came from de-registering care homes. Good organisations attempted to shift so that housing and support was more within people's control than before, though not always what would be defined strictly as supported living. Not-so-good organisations simply changed the name over the door of registered care homes and called it supported living and the best that happened was that people got a better personal income.

The term supported living has become synonymous with a service type

Supported living is often perceived as a tenancy based service model. We hear 'supported living house' 'supported living flats' 'our supported living service' used by providers that retain ownership of where people live. The term supported living has become synonymous with a service type and often confused with supported housing.

Providers have had to struggle with bridging old and new worlds and it isn't easy. We have historic services that are steeped in the structures of residential care that tenants, staff and families are happy with. Yet we have young people and families demanding to live in their communities, live with people they like and be supported in the way they want.

There is nothing wrong with good quality services where people share, have some restricted choices but ultimately can change things or move on, like we have all done in our lives. But we cannot pretend people have real choice and control when they don't. CQC regulations are clear that where domiciliary care is being provided, that the provider must not treat it as a care home and people must have the same rights as anyone else who rents or buys their own home.

What we know is that gone are the days when we open up a 'home' and fill it with people. Many of our members are now setting up housing and support arrangements around individuals and people who choose to live together, and this is definitely the future for supported living but not yet the norm. Others are looking at more flexible models of housing and support where people have their own flats in an 'extra care' type arrangement.

Providers need to be flexible; working with individuals, families and commissioners to provide a range of support, help people to find housing, housemates, friends, work and learning. It is good to have options where people can live alone if that is what they want, or with friends but we need to find ways to connect people with wider networks and have richer lives. Community, relationships and dealing with loneliness and isolation need to be as important as keeping people safe.

We need a radical rethink about the concept and language of supported living. Why don't we talk about independent living for people with learning disabilities? We need to move from simply defining independence as 'doing everything for ourselves' towards a definition of determining what happens in our lives, even if we need help to do this. Let's think about what independent living means for people with learning disabilities, even for those who need lots of support and want to live with others. Let's start thinking about how people live in terms of their human rights and not some label they happen to have attached to them.

My kind of high security

Edited extract from: www.chrishatton.blogspot.com

While we wait for the NHS England report to come out and say what they are going to do about the large numbers of people with learning disabilities in ATUs, Professor Chris Hatton sets out a proposal to stop people going in to ATUs in the first place...

1 Start from the beginning. All children identified as having a learning disability will have Education and Health Plans (EHCs) which are supposed to support people up to age 25. The plans should start with identifying people's strengths and supporting the development of 'imagined futures' with young people. Plans should identify young people who might be at risk of becoming distressed, showing challenging behaviour or breaking the law.

Local areas should be required to produce information about the number and needs of children and young people up to the age of 25 in their area, and what is being done to help young people and their families to get the support they want. They should know who is in residential special schools in or out of area. A parallel process to inpatient service closure for adults should be established for residential special schools.

2 Don't write anyone off. Each local area needs to have good publically available information about:

Adults who already show behaviour that challenges and/or mental health issues.

Adults who experience crises - they may not be known to health or social services and even if known, may not meet social care eligibility criteria until the crisis happens. Local areas need to have some idea of how

many people in crisis are likely to emerge in any given time span and offer this group of people low level support in advance of a crisis and plan for future crises.

There is the group of offenders who have been diverted from prison, and there are also prisoners with learning disabilities. Local areas need to have good information on these groups, including what their offences are, what the prison term would have been/is and what level of security is specified for them at the moment.

3 Integrated Personalised Commissioning is important, especially as NHS England are pushing this approach. If IPC is taken seriously then existing boundaries between NHS commissioners and local authorities need to be dissolved to remove incentives for commissioners to shunt costs elsewhere. If funding from these sources is pooled, then commissioners could concentrate on helping people to get the right support rather than commissioning services that they have to squash people into.

At a local level, people, families, allies and advocates could come together to specify what support they want and work with potential providers of that support. We need to avoid over-complicated procurement processes and block contracting so that people can get what they really want and need from a range of providers, big and small.

Rather than having block contracts for big providers, why not have guaranteed 10-year amounts for people's IPCs? People could return some of their IPC if they thought it was too much, and there would be the option for the amount of the IPC to increase if necessary. The money always follows the person.

Help with planning support and independent advocacy should be available to all people who want it. There can be multiple vehicles for delivering IPCs; including direct payments, broker managed budgets, provider managed budgets etc. The person, family and allies need to be in control of which vehicle suits them and retain the option to change this. The whole process needs to be easy, transparent, reliable and fair with minimal paperwork.

4 Annual health checks have a crucial role to play for everyone, in checking for health conditions that might be associated with discomfort, pain, and behaviours potentially viewed as challenging or indicative of a mental health problem and resolving the health condition. The issue of medication is crucial as well and there needs to be a strong,

enforceable way to ensure that medications are reduced and kept to a minimum.

5 As no-one can issue a blanket order preventing new admissions to particular types of inpatient services, there needs to be strong contingencies to make it harder for commissioners to use ATUs than to provide decent community-based support. The #LBBill is particularly important here.

6 NHS England should impose tough, nationally specified contracting standards on existing commissioners setting out clearly what is required in terms of commissioning places in inpatient services. This might include the operation of the #LBBill before a placement is decided, a complete health assessment and time-limited discharge plan set on arrival. A person being placed in an inpatient unit could trigger an IPC, with the minimum amount set at the inpatient service fee and to follow the person once discharged.

7 The CQC making a clear statement about models of inpatient service they will not register, with plans for new inpatient services having to be submitted to CQC in advance for adjudication.



Cartoon: Tim Keilty

About Good Housing Brokerage

Passion, fire and an ability to challenge are more important than knowledge and qualifications. Tammy Murray, H&SA's Advice Service Manager, writes about the difference good housing brokerage can make.



The job of a Housing Broker is to provide advice and information about the housing that is available in a particular area, to explore as many options as possible so a person can make comparisons, and help make the best housing and support happen to meet the person's needs. A Housing Broker can also help think about the different ways a person can get the right home, and talk with friends and family. A broker can help think about what is needed, what is realistic, and most of all, what is achievable.

So what difference does good housing brokerage make?

It is a simple case of pass or fail; do it well and you pass, but get it wrong and you will fail miserably. In helping people get the housing they need, you have to start with understanding what is really important to the person and what they are willing to compromise on. Where people live, who they live with and who supports them are usually the most important things to people. Good housing brokers do not think in terms of services only and can help people have a bigger vision for what is possible.

A housing broker needs knowledge of housing, care and support but a housing broker also needs to have a unique make up – passion and fire are more important than qualifications; as is an ability to ask the 'unaskable questions'; the ones that sit in your head at meetings that no-one else will raise, the ones that challenge the system

and prevent people from getting the right place to live.

Humanity, common sense and a shared commitment with the person and family are what drives the journey to a good solution. Being able to establish good relationships and be honest and open with professionals and families is essential. To build a trusting relationship, the broker needs to be consistent, reliable and really listen.

When all of the above is combined, housing brokerage can transform people's lives and offer a real alternative to having to accept the housing and support services on offer; we see people living ordinary lives with the same rights and responsibilities as everyone else, we see people and their families more connected and in control of their lives and we see a better future for people with learning disabilities.

Housing brokerage can transform people's lives by offering a real alternative to accepting housing and support services on offer.

Case study

Dianne was living with her family, but the situation was at risk of breaking down as her father was terminally ill and being nursed by her mother and Dianne needed to find somewhere to live.

A social worker supported Dianne with an application to a registered housing provider. Dianne was assessed but was refused as the assessing officer stated Dianne did not meet the housing criteria.

The usual story...

The social worker informed Dianne and her family that she would keep looking but did not have the housing knowledge needed to challenge the decision. The usual story is that something happens when the family goes into crisis, and Dianne would end up in a residential care home where there was a vacancy.

But with good brokerage...

The council provided housing brokerage. The broker challenged this decision as she felt the assessing officer lacked experience and her approach to the individual was totally wrong. A further assessment was carried out; Dianne was accepted and has now been rehoused in a one bedroom property with support.

The difference that a good housing brokerage service makes is clear, and the above example shows what happens when you have knowledge, chase your gut feeling and challenge the process. The commitment and energy of the housing broker was critical to the success in achieving what Dianne wanted.

For more information contact:
tammy.murray@housingandsupport.org.uk

H&SA run the following Special Interest Groups:

- Housing Brokerage Group
- Housing Group
- Care and Support Group
- Commissioning Group

10

Reasons for LDA England

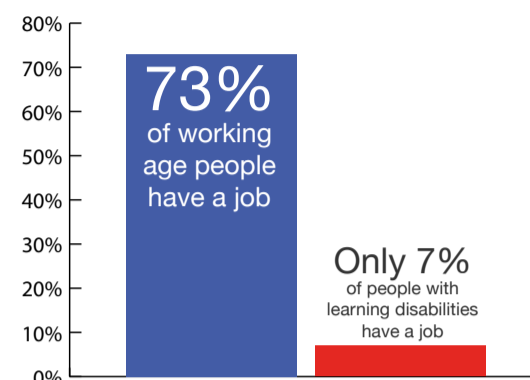
1. Basic human rights are under attack
2. Poverty and inequality are growing
3. Independent living is being cut
4. The NHS is under threat
5. It's getting harder to get your own home
6. The school system excludes too many
7. Our communities are getting weaker
8. Too few people get the chance to work
9. The justice system isn't fair
10. But, if we come together.

We can stop this injustice

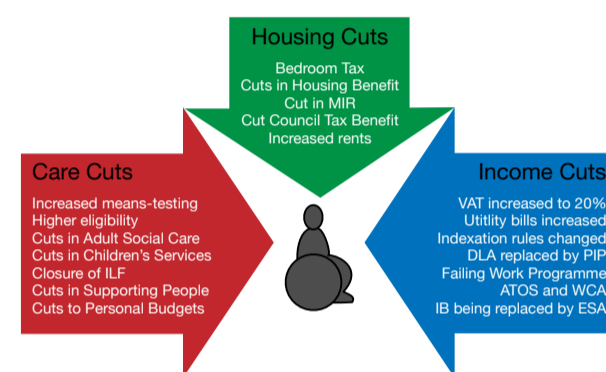
LDA Launch Agenda - Friday 21 November 2014

9.30	Networking / Time to meet, talk and have coffee
10.00	Introduction / A short film about LDA England
10.15	Voices / Talks by some people involved in creation of LDA England
10.45	Discussion / A chance to ask questions and debate ideas
11.15	Action / Group work to plan actions for LDA England
12.00	Pledge / Photo opportunity to mark the launch
12.30	End / More time for networking

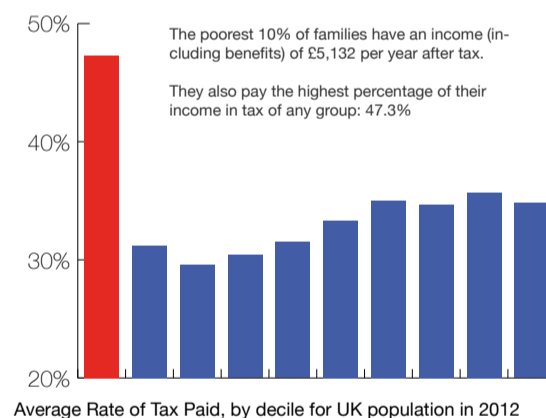
Why do so few people have real jobs?



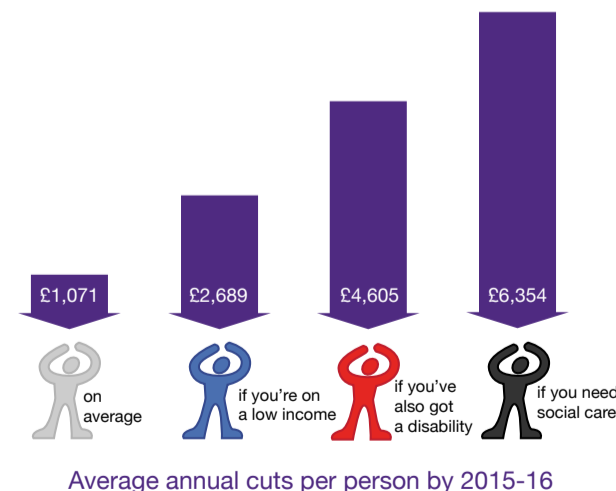
Why are people hit by so many different cuts?



Why do the poorest people pay the most tax?



Why do the heaviest cuts fall on disabled people?



Join us at: www.learningdisabilityalliance.org

We are strong we just don't know it!

Support The Learning Disability Alliance

1 Million people with learning disabilities + family, friends and professional allies = 5 million people = 10% of voters!

Why the LDA?

- After many years of slow progress things are going backwards. We need to stop this.
- LDA England is the first alliance bringing together people with learning disabilities, families and professionals.
- People with learning disabilities will have a veto over LDA England and will always have the last say on our priorities and campaigns.

www.bit.ly/joinLDA

How we make change?

- LDA England will challenge Government and campaign to changes to laws and policies.
- Check and share the manifestos of Political Parties on what they say about people with disabilities before the May General Election.
- Encourage people, families and allies to use their votes, and to use them wisely.

www.bit.ly/LDAEngland

Who is LDA England?

LDA England is an alliance of those committed to the rights of people with learning disabilities. It brings together 94 organisations for people with learning disabilities and families and over 1,000 individual members. The founding members are the National Forum of People with Learning Disabilities, National Valuing Families Forum, Association for Real Change and H&SA.

www.bit.ly/LDAEngland

What you can do

- Join LDA England and encourage your friends, family and colleagues to join us on Facebook and Twitter.
- Help LDA England by gathering information and sharing your experiences – good or bad – and your ideas for getting politicians to listen
- Donate to or fundraise for LDA England. Please contact us.

www.bit.ly/joinLDA



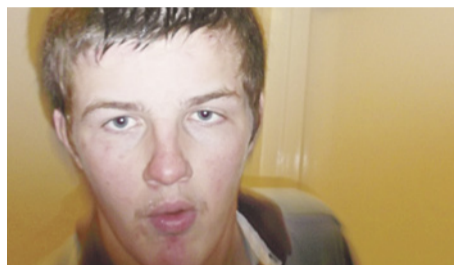
The Totally Wrong List

- Attacks on human rights**
- Unfair healthcare**
- Limited access to housing**
- Growing inequality and poverty**
- Cut-off from work**
- Exclusion for children & families**
- Barriers to independent living**
- Injustice instead of justice**
- Weakened community.**

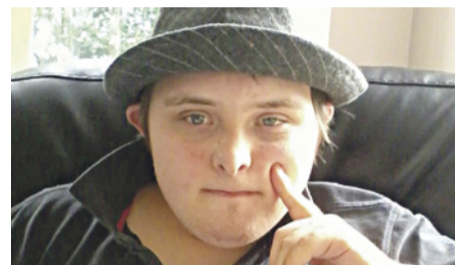
Many people with learning disabilities and families are experiencing the results of these wrongs:



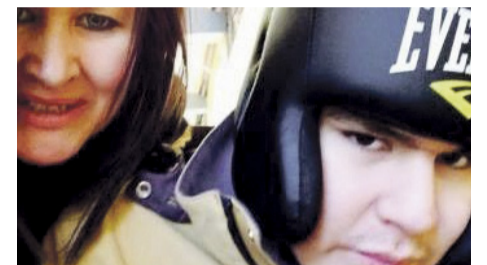
Died in the bath after an epileptic seizure in an ATU despite advice of family. Was a preventable death.



Sent away from family to an ATU against family wishes. Family and advocates told to 'back off' from fighting.



"I want to live in my own home with people who care about me." Sent away because there are no local services.



Sent away from family to a secure unit against their wishes instead of getting specialist help near home.



Seriously neglected by the organisations supposed to care for him. The family are ground down by the fight for justice.



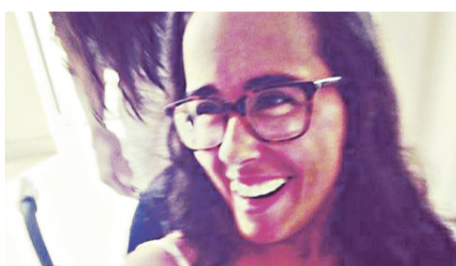
Taken from his family and placed in an ATU and planning to move further away against the wishes of his family.



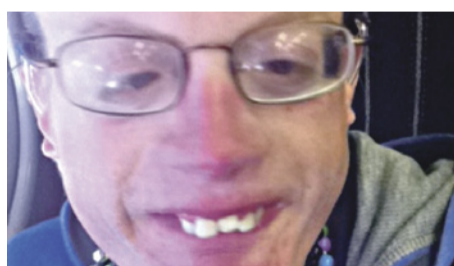
Young man with Asperger's has to go out of county to college to be able to get the right support.



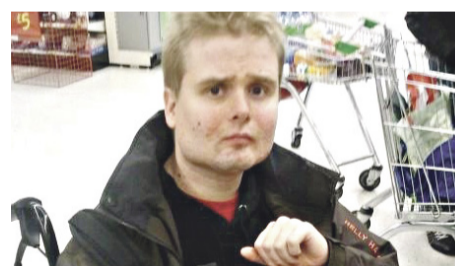
Lost 2.5 stone in weight because school insisted on changing routine against wishes of family.



Fear of funding cuts and the closure of the ILF. "Don't reduce my funding package as you will reduce me having a life".



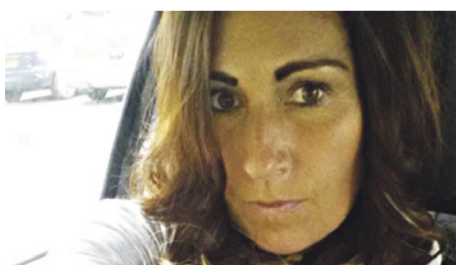
Told he must live in residential care instead of being supported to stay with family because "it is too expensive".



Professionals take legal action against a family who dispute the care being offered. The family win in court.



Health professionals assumed mother could not parent well instead of diagnosing her son's condition.



Accused of fabricating her child's illness instead of giving her the help she needed to look after her child.



Sent away to a secure unit instead of getting the support he needs to stay with his family.



People do not listen or show enthusiasm for self advocacy. Some self advocates have been threatened and called liars.



I should not be criticised for how I dress, I am a young woman, not a child, I can make my own choices.

Better Lives for People with Learning Difficulties

Steven Rose, CEO of Choice Support and Professor Roger Ellis

Choice Support has worked with the London Borough of Southwark to improve the lives of people with learning difficulties and save money in the process! This has been achieved through a programme of personalisation for 83 people involving Individual Support Plans, Individual Service Funds, Personal Support Workers and an improved Night Support scheme.

Kathy's story.

In 2011 Kathy became the first person in Southwark to have an Individual Service Fund (ISF). Kathy has support for 14 hours a day which is the highest ISF of all the people supported in Southwark.

Kathy used to live in a registered care home. The way she lived created many problems for her. She didn't like women and would become very aggressive towards them. The manager of Kathy's home needed to change her staff teams regularly because of the difficulties they faced. In an emergency there were no temporary staff who could support her.

Since having her ISF Kathy has moved to her own flat with a garden and hasn't presented any challenges to her support. Now she will tolerate the occasional need for new staff and will accept being supported by women. She needed to learn how to sequence things in her

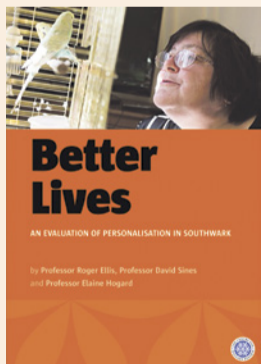
life. Staff started a visual planner with pictures so Kathy knew exactly what to expect every day.

Staff have also been supporting Kathy to learn coping and tolerance skills and have used stories to help her interact and talk. She can now accept being in new situations and meeting new people and her behavioural problems are a thing of the past. She was able to tell visiting inspectors how she was enjoying her life.

Making the programme happen has meant Choice Support and London Borough of Southwark needed to change how they worked as organisations as well as how they worked directly supporting people.

The programme included detailed strategic and practical plans, a review of staff responsibilities and an investment in staff development.

Better Lives evaluation report



An external evaluation of the Programme, carried out by the Social and Health Evaluation Unit at Buckinghamshire New University, found an improvement in quality of life for the

people concerned, and positive views from support workers, parents and social services staff, all achieved within a reduced budget.

Each person's life was carefully audited to identify how they were faring against local and national standards for individual choice

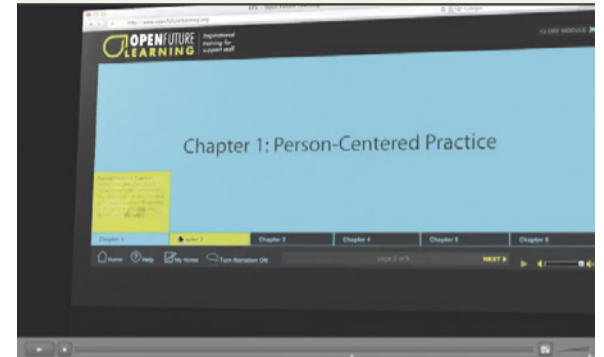
and independence, support, activity and satisfaction.

The evaluation report on this Programme, entitled Better Lives, has been published by the Centre for Welfare Reform who also published an earlier report on the night support scheme entitled Better Nights.

Copies of both reports can be downloaded from the Centre for Welfare Reform's website www.bit.ly/CFWR-website

A copy of Better Lives is included in conference delegate packs. The programme will be the focus of a workshop at the conference. The workshop will be of value to those considering implementing similar programmes.

Open Future Learning



Special offer for all new H&SA members, or those renewing their membership: 10% discount on the Open Future Learning programme if your organisation signs up for 1 year or more. For more information: www.openfuturelearning.org or email: kate.newrick@housingandsupport.org.uk or come and see Ben Drew at the Conference today!

"Open Future Learning is a fantastic resource. Whether you are new to support or a veteran, it will open your eyes. It has made me proud of some of the work I've done and do now, but also cringe at some of my work in the past and I currently do. I have renewed energy to make sure I'm only proud in the future."

Tim Keilty - New Prospects

"The content is really informative and engaging. It caters to a range of learning styles with the mix of video, written information, note prompts, and interactive slides. Open Future is an invaluable tool for both new and existing staff."

Frank Steeples - KeyRing

Three quality initiatives update us on what they are doing...



The Association of
**Quality
Checkers**

The Association of Quality Checkers (AQC) is a new membership organisation for individuals and organisations providing quality checking services.

We are launching in 2015. We are the only national organisation for Quality Checkers. AQC is a charity governed by a Board of Trustees. It is made up of experienced Quality Checkers and representatives of organisations that support and employ Quality Checkers.



Quality Checkers are people who:

- are paid to check health and social care services
- have a disability, a mental health need or are family carers
- have experience of using services themselves
- know what to ask and where to look to find answers.

Our Quality Checkers will:

- raise the profile of quality checking in health and social care services
- showcase best practice, themes and trends in health and social care
- campaign for employment, rights and citizenship for people with disabilities.

We are launching in 2015. We want our website to become the place to visit for quality checking services.

Sarah Maguire, Choice Support
More info: info@qualitycheckers.org.uk

Reach

Reach Support for Living is a set of standards for people with learning disabilities being supported in their own homes.

The term Supported Living has become misunderstood and often thought of as a service type when, in fact, it is a way of thinking. The new edition of Reach focuses on how we help people with learning disabilities have ordinary lives, based on equality and human rights.

The new Reach:

- reminds people of the core principle of support in people's own homes
- uses Human Rights as a basis for how we support people
- provides a framework for support providers to improve how they support people in their own homes

Paradigm's Sally Warren and Evelyn Peates (Quality Checker and Expert) travelled the UK meeting hundreds of people in workshops to introduce them to the new Reach.

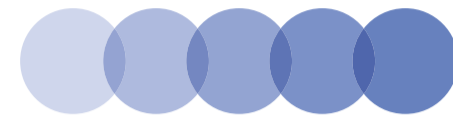
It is hard to believe that in 2014 people have said things like... 'you really think it's possible for people to choose who they live with?' or 'it's impossible, we have to fill beds.' But the main response has been '...it's so good to be reminded about what support for living is really about.'

Paradigm has launched a Reach Members section on their website. This provides a growing resource of articles, tools and films to support organisations committed to Reach principles.

This is part of Paradigm's commitment to connecting people, ideas and action to make sure Support for Living is just that... LIVING!

Sally Warren, MD Paradigm. More info see: www.paradigm-uk.org

DRIVING UP QUALITY



What a difference a year makes! Fifty-two weeks and we have 219 providers signed up to the Driving Up Quality Code! The commitment from many of these providers is demonstrated on a daily basis.

Some great examples are:

- a three-minute video by the Brandon Trust, talking about their commitment to the Code
- an easy read self-assessment report by Outward
- numerous events and gatherings by CMG to look at how well they meet the requirements of the Code, and have posted various reports and pictures on their website
- Choice Support was the first provider to complete a self-assessment and their report still stands as a great example of the benefits of involving all stakeholders.

Look at our website. There are many more great examples to see, along with a range of case studies demonstrating how to give people the best possible support.

We also have 12 Local Authorities signed up to the Code, and Lancashire is currently re-writing their framework agreement to include sign-up to the Code, and an action plan.

With new requirements around Duty of Candour, Fit and Proper Persons, and the accountability of Company Boards, the Driving Up Quality Code has been ahead of the game, committing providers to be open about the challenges they face in providing the best possible care, the culture within their organisation, and how well their Board members lead and run the organisation. Why would any provider NOT want to sign up?

Yvonne Furze, Driving Up Quality Alliance
More info: www.drivingupquality.org.uk

The Care Act 2014

The Care Act 2014 was passed in May 2014 and will take effect from April 2015. H&SA's Lead Advisor, Steve Harris outlines the impact on H&SA members.

The principles of the Care Act:

- Promoting individual wellbeing
- Promoting integration
- Providing information and advice
- Promoting diversity and quality (market shaping)
- Cooperation – general and specific
- Preventing needs.

The key points of change are:

- The introduction of minimum eligibility thresholds—criteria that makes clear when local authorities will have to provide support to people. Until now, local authorities have been able to decide this threshold themselves.
- Local Authorities will need to publish “*Market Position Statements*” – a description of

their future commissioning priorities to guide service providers in planning and developing services.

- More clarity on ordinary residence. When someone moves, unless it's to an arrangement that does not meet assessed care and support needs or is not “*specified accommodation*” (residential care/nursing care/ supported living/extra care/ shared lives) they remain ordinarily resident in their original Authority, meaning that Authority will remain responsible for funding the care service.
- Councils will now have a duty to consider the physical, mental and emotional wellbeing of the individual needing care. There is also

a new duty to provide preventative services to maintain people's health

- Councils have to offer access to better information to identify good care, and give people an opportunity to give feedback on the service they're getting. Stronger regulatory powers are to be implemented, including prosecution.
- £3.8 billion funding will be available through the Spending Review to bring together health and social care budgets, and make sure everyone gets a properly joined-up service.
- There has been a commitment to make joined-up health and care the norm by 2018.
- The Act will encourage more choice and more control for people with the extension of personal budgets and more tools and information to make decisions.
- Housing has been given a bigger role. Councils will have to ensure they

consider housing provision and co-operate with social housing providers when they commission care and support services.

- The Care Act will extend Human Rights Act protection.
- It will give the CQC the power to request information from any care provider they think is likely to fail. The CQC will share this information with relevant local authorities to help minimise the negative effects of the provider failing, and to ensure a smooth process that provides continuing care to individuals. It also introduces a new set of CQC quality and safety regulations measured against 14 standards.
- There is also the introduction of a “*fit and proper persons test*” to strengthen corporate accountability in provider services, as well as a requirement for “*duty of candour*” - the duty to act in an open and transparent manner and the notification of defined incidents.

The CQC – “A Modern Regulator”

John Turner, Lead Regulatory Lawyer at Anthony Collins Solicitors LLP, comments on the new regime for care providers.

The Care Act 2014 is fundamentally changing the role of the Care Quality Commission (the CQC) as the regulator for registered adult care providers in England.

Many members of the Housing and Support Alliance provide residential and homecare services that are registered with the CQC. Others provide adapted housing and supported living services to people with learning disabilities and their families. There is often a broad cross-over of services and referrals between providers that are regulated by the Homes and Communities Agency (the HCA) or those who are regulated by the CQC.

The changes are reshaping the CQC into a modern regulator with a new

independence from the Department of Health. In particular the care sector is looking to see how the CQC's tougher registration checks, new expert-led inspections, new provider ratings and the



Care Quality Commission

ability to place failing providers into special measures begin to work out in practice.

The CQC has started to formally roll-out its “*new approach*” to inspections following a number of pilot projects this year. This

includes rating providers for the first time on a four point scale of Outstanding, Good, Requires Improvement and Inadequate. This should help the public make more informed choices about their care.

Andrea Sutcliffe, the Chief Inspector of Adult Social Care, has spoken widely about the new regime. She has recently said

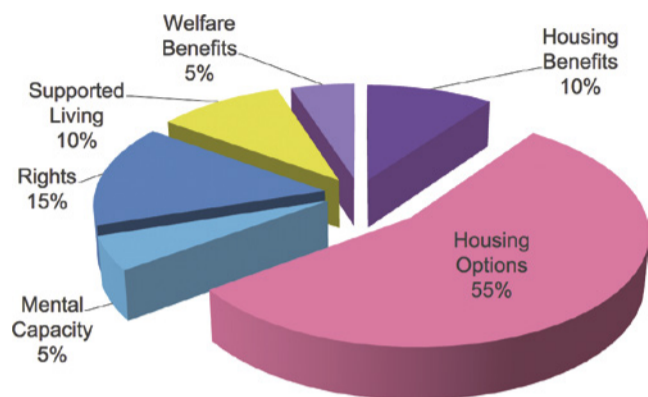
“I am determined that we see improvement in underperforming services to ensure every person has the same opportunity to receive care that is safe, caring, responsive and well led.”

The CQC has set out its intention to inspect and rate

every one of the 25,000 or so adult social care services across England by March 2016. Inspections will be in line with the new, much talked about “*Fundamental Standards of Care*”.

Focus on : The H&SA Advice Service

The big issues for our callers, and our success stories



The H&SA Advice Service is available nationally, and responds to around 2000 calls and emails per year. Advice can range from signposting, general advice, or in-depth advice. In-depth advice can take many hours over prolonged periods and can include the provision of background information or written advice, such as drafting submissions, letters and appeal documents on the customer's behalf.

H&SA currently offer advice on a broad range of topics.

H&SA have several advisors who specialise in particular advice areas so we always match what the caller needs to the right advisor. Referrals are often received from other advice services that do not have H&SA's technical

expertise. Many customers just need simple advice on how official systems work. For example, when a government brings in major policy changes, people need advice on how this might affect them.

H&SA Offer advice on the following:

- Supported living and supported housing;
- Home ownership options;
- Renting privately;
- Family investment in Housing;
- Extra care;
- Funding for Housing;
- Support options;
- Welfare benefits;
- Rights to housing and support;
- Tenancies;
- Mental capacity; and
- Design advice.

We also provide advice through special interest groups for our members. Being able to make contact by phone is what we think is most important to people, families and members. We get calls from people who are desperate to be listened to and can really get to the heart of the matter for people and find solutions. We have frontline staff of our

member organisations struggling to deal with technical issues that come up.

...to all of our Members

The advice service is funded by membership. Without your ongoing support it could not be maintained. H&SA would like to say to all of our Members a **BIG THANKYOU!**

Tammy Murray and Steve Harris run the advice service and have shared some of the last year's highlights for them:

- Successfully supported families to assert their relatives' rights as tenants where they have been overlooked.
- We have prevented potential evictions.
- Families have been supported with good advice to be able to set up commercial lets.
- We supported people to feel confident to challenge decisions and practices in services that were not good enough
- We have supported people to appeal DLA /PIP /ESA Tribunals.
- We supported people to set up shared ownership through signposting to My Safe Home, and supported people with advice on how to re-mortgage via signposting to financial advisor.

H&SA Annual Report 2013-2014

What we did in 2013-14

ADVICE: H&SA provided advice, consultancy and workshops to 3300 people, families and members.

MEMBERSHIP: We had 135 organisational members and 41 individual members .

DRIVING UP QUALITY: We helped develop and launch the Driving Up Quality Code and recruited 150 organisations to sign up.

KEEPING IT LOCAL: H&SA supplied a second year of services for a 3 year Department of Health grant to deliver local

training and support across the UK.

INVESTING IN ORDINARY LIVES: We worked with the Cameron Trust to bring together people, funds, investors and organisations that can create, promote or provide housing for people with disabilities.

REACH - Standards in Supported Living: In association with Paradigm, H&SA developed and updated a set of Reach Standards in supported living that help organisations focus on people with learning disabilities leading ordinary and equal lives.

PEOPLE FIRST ENGLAND: H&SA supported the development of People First England to strengthen the voice of people with learning disabilities.

POST WINTERBOURNE VIEW WORK: H&SA continued to support the Winterbourne View JIP programme, the Care Quality Commission and the Department of Health and our members in developing good housing and support options.

TRAINING: H&SA continued to promote and manage the use of the online training programme "Open Future Learning".

MONEY: In the year 2013-2014 H&SA received £306k income, and spent £299k.

This is where the money went:

£251,000: on paying staff to do their work. The most any one member of staff was paid was £50,000.

£35,000: for events, website and marketing materials

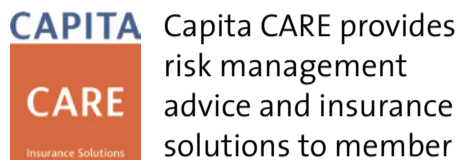
£13,000: to run our office.

Our full accounts are available on the Charity Commission web site.

Exhibitors

Capita CARE

For supported living providers.



Capita CARE provides risk management advice and insurance solutions to member organisations of the Housing and Support Alliance (H&SA). Capita CARE provide insurance solutions to care providers, and to organisations who provide supported living services to people with learning disabilities. Visit their stand today to arrange a review of your insurance programme or call Capita CARE's office on 0800 328 7213 www.capitacare.co.uk

Family Mosaic



Family Mosaic is one of the largest housing providers in London and the South East, providing affordable homes to rent and buy as well as services to thousands of people who need extra support. Family Mosaic have around 24,000 homes for rent and serve more than 45,000 people. They also provide a range of opportunities for customers such as training, employment and access to learning. www.familymosaic.co.uk

Time Designers Ltd



Time Designers Ltd is a small company co-owned by family carer Rachel Mason. The products and resources that TD offer in the area of social care, education and health have been built from personal experience; they are designed to make a real difference. The 247grid is a perfect resource for service professionals

and care providers to have in their tool kit when working with individuals/families. This visual mapping tool is really effective in supporting a client to look at the structure of their daily lives, identify the barriers and the support needed to achieve goals. The 247grid is a key resource to aid the deployment of services and other innovative uses of assistive technology and community solutions to address the barriers effectively. www.247grid.com

Charity Bank



Charity Bank is the bank of choice for charities and community organisations that need a loan. Charity Bank's experience and commitment to the sector is unrivalled. They are a social enterprise with charitable goals, they exist to help charities; they have already lent almost £200 million to small and medium-sized charities; and 100% of their customers would recommend them. For more information call the loans team now on 01732 774050 or visit www.charitybank.org/loans

Golden Lane Housing



Golden Lane Housing (GLH) provides individually tailored, high-quality and flexible housing services across England and Wales. GLH was established by Mencap as an independent charity to help tackle the immense challenges people with a learning disability face in finding a home. Using the supported living approach, GLH have housed over 1,400 people in a location of their choice. www.glh.org.uk

Lets for Life



Lets for Life offers a real choice in housing to people with disabilities.

Lets for Life is a charity, supported by the Cameron Trust, which works with a wide range of landlords and investors to let community housing in safe and welcoming neighbourhoods. Initially piloting in the North West, the Lets for Life team care deeply about providing creative housing and personalised housing management for their tenants. www.letsforlife.org.uk

Graphics on the Go



Caron Stuart-Cole began using illustrations to make notes whilst at university, she found note taking in this way helped her to assimilate the information and provide a visual record to refer back to. Over the last few years Caron's drawings have been seen by literally thousands of people world wide - her gift has been recognised! Caron is in the process of setting up her business and has a page on Facebook called Graphics on the Go. Caron's real art is in listening and retelling the story in simple yet highly effective and poignant A4 pictures which can be printed to any size. Caron, who lives in Manchester with her teenage son, can be contacted at her Facebook page "Graphics on the GO" or by emailing her at graphicsonthego@live.co.uk

Community Living



Community Living Magazine speaks out and campaigns for people's voices to be heard and rights ensured. Delegates subscribing on the day will receive the current issue for free

(5 for the price of 4) and access to the new website digital version for free.

www.cl-initiatives.co.uk

People First England



People First England started in January 2014 with the help of many individuals and

organisations who came together and gave money and help to get PFE started. The priority for People First England has been to get to the political party conferences this year and influence both main parties before the 2015 general election.

www.peoplefirstengland.org.uk

Driving Up Quality



The Driving Up Quality Code has been developed as a result of the

Winterbourne View Concordat and action plan. Providers need to make a commitment to listen to the people they support, and help them to build lives that have meaning for them. The Code has been developed with this in mind, and all providers that support people with learning disabilities are invited to sign up to this Code today.

www.drivingupquality.org.uk

H&SA



Housing and Support Alliance is a national charity and membership organisation working with people with learning disabilities, families, advocacy organisations, housing and support providers and commissioners. The Housing and Support Alliance wants to create more choice and control for people with learning disabilities over where they live and how they are supported.

www.housingandsupport.org.uk

Who's Who at the Conference...

Who's Who at the H&SA Conference listed A-Z.

Alan Rosenbach

(Panel Chair) @AlanRosenbach



Alan Rosenbach is Senior Strategy Lead at CQC. He came to CQC from the Commission for Social Care Inspection where he had worked since 2004 as a policy specialist for regulation of providers of adult care and assessment of councils' annual performance.

Alicia Wood

(Staff) CEO of H&SA.
@AliciaWood_HSA



Alicia has worked with H&SA since its foundation as Housing Options in 1996. She became CEO of H&SA in 2012. She led on the national housing delivery plan for people with learning disabilities, working with the DoH, Cabinet Office and Department for Communities and Local Government. She has also led national development programmes for In Control, Paradigm and the NDTi, working on housing, community development and personalisation. Alicia is a Fellow of the Centre for Welfare Reform.

Andrea Pope-Smith

(Speaker, panel member)
@Poppiaps



Andrea has been a Director of Adult Social Services for 10 years, with responsibility for a wide range of Council services. Andrea has played an active role within ADASS regionally and is currently the joint National Lead for ADASS on Learning Disability, and the national lead for ADASS in response to Winterbourne View.

Andrew Young

(H&SA Advisor)

Andrew is the Welfare Benefits expert for the Housing and Support Alliance. He has many years' experience in the housing and welfare benefits field, having worked in central and local government.

Billy Richardson

(Board) retiring as H&SA Director.

Over the course of the last year, Billy Richardson has resigned from the H&SA Board. Billy was a Board Director for many years with the Association for Supported Living. H&SA wants to take this opportunity to thank

Billy for his contributions, and wish him every success for the future.

Bob Tindall

(Board) H&SA Director.

For many years, Bob has been responsible for the effective running of United Response, including its day-to-day support to the people it serves, strategic planning and financial viability.

Caroline Tomlinson

(Member of the panel)
@cazzatomlinson



Caroline Tomlinson lives in Lancashire with her husband Robert and three children. Her eldest son Joseph contracted meningitis as a child and was left with a huge range of complex disabilities. Caroline was instrumental in the development of personalisation and is an experienced mediator.

Catherine Carter

(Panel member) @changepeople_

Catherine is a mother with a learning disability. Catherine is a trainer for CHANGE, a leading national human rights organisation led by disabled people.

Professor Chris Hatton

(Panel chair) @chrishattoncedr



Chris is an academic at the Centre for Disability Centre at Lancaster University, and also the Co-Director of Improving Health and Lives run by Public Health England. For over 20 years Chris has been working to document the inequalities experienced by people with learning disabilities and their families, and to evaluate better ways to support people.

Claire Hall

(H&SA Advisor) @clairehall1

Claire Hall has over 25 years of experience in social housing, including strategy, housing management, needs assessment, development, sales and lettings. Over the last 15 years, she has focused on housing and disability issues. She now works as an independent housing and social care consultant.

Craig Derry

(H&SA Advisor) @Strategicarc

Craig has recently joined the team at H&SA. He is the co-founder of Strategic Arc. Craig has 30 years' experience across

the Local Government, Voluntary and Private Sectors as well as in Higher Education and most recently was with Essex County Council for 9 years where he was Director of Strategic Planning and Commissioning for Adult Social Care Services.

David Abbey

(Workshop facilitator)



David Abbey, MySafeHome's Managing Director is a fully qualified Financial Adviser. In 1997 he was invited to join a steering group to develop a process to enable people with a disability to buy a home of their own. HOLD was subsequently developed, and since then MySafeHome has helped over 1,100 people buy their own home.

Duncan Cameron

(Board) H&SA Director @camerontrust

Duncan is Chief Executive of The Cameron Trust, which was set up last year to provide and manage housing for disabled people. The Cameron Trust believes that disabled people need more choices in where and how they live, and enables people with disabilities to make those choices and to match people with landlords.

Eileen Flavelle

(H&SA Advisor)

Eileen Flavelle has worked in learning disability services run by the National Health Service and in the third sector.

Emma Hardman

(Workshop Facilitator)



Emma is a Senior Associate in the Housing Team at Anthony Collins Solicitors LLP. She provides housing management advice to a wide range of landlords (primarily registered providers of social housing, including local authorities, and as well as charities) and support providers.

Eric Hardman

(Board) H&SA Director
@DimensionsUK



Eric is Head of Housing and Asset Management at Dimensions UK. Eric has responsibility for the provision of housing to people supported by Dimensions. His role also includes the management and maintenance of homes that are self-contained, shared housing, domiciliary care and residential care.

Gary Bourlet

(Conference Chair, Staff)
@People1steng



Gary is the co-founder of People First England. Gary is active nationally in speaking up about the rights of people with learning disabilities and is currently trying to strengthen People First England to become an effective movement for change

Gary Kent

(Board) H&SA Director.
@NewKeySupport

Gary is Founder and Managing Director of NewKey, which helps people to have a real life and a real place in their community. The organisation is partnered with The Cameron Trust.

Graeme Jackson

(Workshop facilitator, Board)
H&SA Director. @Advancetweets

Graeme is Head of Home Ownership at Advance Housing, which was one of the first housing associations in England to offer shared ownership to people with learning disabilities. Graeme was a founding member of Housing Options.

Helen Shields

(Board) H&SA Director.
@helenshields2

Helen is Business Manager at Bromford Support, an organisation employing more than 500 people and supporting many different client groups. During her 20 year career in supported housing, Helen has mainly been involved in housing schemes for people with Learning Disabilities.

Ian Copeman

(Board) H&SA Director

Ian is Director of the Housing and Support Partnership, a housing development and consultancy company. Ian has many years' experience of managing and commissioning housing and support services for people with learning disabilities.

Jackie Downer MBE

(Member of the panel)



Jackie Downer has learning disabilities, and is the first black woman with a disability to be awarded an M.B.E. in recognition of her work helping people with learning disabilities. Jackie has been a self advocate, campaigner, consultant training professional and an associate consultant with Paradigm.

Jayne Knight

(Workshop Facilitator)
@JayneKnight15



Jayne is a lifelong worker in the supported housing sector. She was the Chief Executive of Ling Trust, renowned for its innovation. Jayne currently works with the Cameron Trust, a new charity with the remit of delivering great housing solutions locally.

John Verge

(Workshop facilitator) @johnverge



John joined Golden Lane Housing in 2000 and has since been involved with leading on innovative housing solutions across the country for hundreds of people with a learning disability. John has worked in various roles within the care and housing field for over 20 years.

Jon Minall

(Board) retiring as H&SA Director.
@BrandonTrust

Over the course of the last year, Jon Minall has resigned from the H&SA Board. H&SA wants to take this opportunity to thank Jon for his help, and wish him every success for the future. Jon currently works with the Brandon Trust.

Jonathan Senker

(Workshop facilitator)
@Jonathan_Senker



Jonathan Senker is the Chief Executive of VoiceAbility, a leading national advocacy organisation dedicated to enabling people to have a stronger voice, real rights and their chosen life. VoiceAbility supports people who use social care services and carers to have their voices heard and rights respected.

Judith North

(Speaker) @Judith_North



Judith has worked in social care since 1986. Judith has been a Commissioner, worked for a Health Authority, Local Authority and a number of third sector organisations. Judith's aim is to improve services for the people who use them and for the incredible people who work in them.

Juli Carson

(Workshop facilitator)

Juli has worked in the Social Care field for 21 years. For the last

19 years her focus has been on managing and developing new services for people with learning disabilities. Juli works for Choice Support as the PBS Development Manager

Kaliya Franklin

(Staff) @BendyGirl



Kaliya is the co-founder of People First England, a national self-advocacy movement for people with learning disabilities. Kaliya is a renowned disability speaker, was co-author of the Spartacus report "Responsible Reform", regularly contributes to radio discussions, and has written for The Guardian and The Independent. She is the author of www.benefitscroutingscum.blogspot

Karyn Kirkpatrick

(Board) H&SA Director

@KarynatKeyring

Karyn is Chief Executive of Key-Ring Living Support Networks, a charity supporting vulnerable people, mainly those with learning disabilities, to live in their own homes as tenants or homeowners.

Kate Newrick

(Staff) H&SA's Business Manager.



Kate manages the administration of H&SA and responds to enquiries regarding the Driving Up Quality Code.

Kate Whittaker

(H&SA Advisor)

Kate is a public law solicitor specialising in community care, mental health, mental capacity, disability discrimination, education and human rights law.

Katherine Simmons

(Speaker)



Judith North met Katherine Simmons some 3 or 4 years ago when Katherine's solicitor called asking desperately for help. Kyle (Katherine's son) had a Brain Haemorrhage when he was 12 and the family's journey to get appropriate support and rehabilitation has been tortuous. Judith and Katherine are part of a concerted fundraising campaign called Kyle's Goal which to create a neuro-rehabilitation service for children and young people in Wales.

Kim Foo

(Board) Secretary of the H&SA.

@HeritageCareGrp

Kim is the Chief Executive of Heritage Care, and was previously the Chair of the Association for Supported Living. Kim has had

a long career in senior positions with responsibility for strategy, operation and development in learning disabilities, older people and nursing services.

Kyle Holling

(Workshop facilitator) @Trowers



Kyle leads the Trowers & Hamblins Health and Social Care Team. He acts for housing associations, charities, local authorities, NHS Trusts and private sector clients on a wide variety of projects and joint ventures in care related.

Linnet Macintyre

(H&SA Advisor) @LinnetMac

Linnet Macintyre is co-founder of the People Hub. Linnet has committed to finding new and better ways to enable disabled young people to get good lives and is part of driving the development of local housing for people with profound and multiple disabilities in London.

Lucy Series

(H&SA Advisor) @TheSmallPlaces

Lucy is a socio-legal researcher with an interest in human rights law in the sphere of community care. She has a special focus on issues around mental capacity.

Mark McGoogan

(H&SA Advisor)

Mark McGoogan brings his expertise in housing from Golden Lane and Mencap. He is a specialist in investment in housing.

Mariana Ortiz

(Staff) Events & Training at H&SA



Mariana is H&SA's Events and Training Co-ordinator. She also helps People First

England and the Learning Disability Alliance with their administration.

Moira Griffiths

(Panel Member) @FamilyMosaic



Moira Griffiths is a Group Director at Family Mosaic with responsibility for care and support services. Moira is passionate about improving the quality of support and care services in our sector. She supported the publication of 'No Going Back'. She is currently leading a campaign to promote Compassion in Care.

Neil Crowther

(Panel Member) @NeilMCrowther



Neil Crowther is an independent consultant working to promote implementation of human rights in the UK and internationally. Neil previously

held the post of Disability Programme Director at the Equality and Human Rights Commission. Neil is a Trustee of the human rights organisation CHANGE.

Paul Hayes

(Board) H&SA Director.

Paul has worked in health and social care services for the past 16 years and he has personal and professional experience of working with and supporting people with learning disabilities and complex needs.

Peter Webster

(Board) H&SA Director.

Peter is Chief Executive of Reside Housing Association. Reside provides accommodation for people with disabilities, throughout England and Wales.

Raj Shroff

(Board) Treasurer of the H&SA.

@MidlandHeart

Raj is Head of Supported Living at Midland Heart. With over 20 years' experience in Homelessness Services, Raj excels at planning strategically, introducing new ideas, embedding change and building business.

Prof. Roger Ellis OBE

(Panel member, Workshop facilitator)



Professor Roger Ellis received his OBE in 2002 in recognition of a long and highly successful career in Higher Education. One significant strand in this work of late has been the evaluation of programmes aimed at improving the life of those with often profound learning difficulties.

Rosy Pope

(Speaker)



Rosy has worked in East Riding since 2004, where she has been the Head of Adult Services since 2007, latterly taking over the ADASS role in November 2013. Rosy has held a number of senior posts in North East Lincolnshire and Humberside covering a wide range of services including provider services, policy, commissioning and care management.

Sally Warren

(Panel member) @SallyAWarren



Sally Warren is Paradigm's Managing Director and the driving force behind the 'Ensuring an Ordinary Life for All' national network. Most recently Sally has co-authored the Reach Standards and launched Reach...Support for living an ordinary life.

Sam Sly

(Panel Member) @SamSly2



Sam Sly is a senior leader in the fight to close Institutional Specialist Hospitals and provide real homes and real lives for people with learning disabilities and mental health needs who have been labelled as challenging. Sam has run Beyond Limits with Doreen Kelly from 2011 till 2014. Sam also provides consultancy.

Sarah Maguire

(Panel Member) @Choice_Support



Sarah has worked with people with learning disabilities for almost 30 years. Sarah currently works as the Director of Quality and Safeguarding for Choice Support where she supports people to take control of their lives. Sarah is part of the steering committee for the Driving up Quality Alliance and is a founder member of the Association of Quality Checkers which will launch in early 2015.

Simon Duffy (Dr.)

(Board, panel member)

Chair of the H&SA. @simonjduffy



Simon is also Director of The Centre for Welfare Reform. He has a doctorate in moral philosophy and is an Honorary Senior Research Fellow at the University of Birmingham's Health Service Management Centre.

Steve Harris

(Staff & Workshop facilitator) Lead

Advisor at H&SA. @H_S_Alliance



Steve has worked as a provider of care and support services for disabled people in the voluntary and statutory sectors. Steve has experience of strategic Joint Commissioning across Adult Social Care, Health and Housing, and has facilitated bespoke individual housing and support solutions in partnership with individuals, families, commissioners and advocates.

Steven Rose

(Board) Vice Chair of H&SA.

@StevenJRose

Steven is the Chief Executive of Choice Support. Steven was a Director of Housing Options and the longest-serving Director of the Association for Supported Living. Steven has been Chief Executive of Choice Support since 1991.

Susannah Westwood

(H&SA Advisor) @Strategicarc

Susannah has recently joined the team at H&SA. She is the co-

founder of Strategic Arc. Sanna has worked in the Health, Social Landlord and Local Government sectors. Until recently, Sanna was Commissioning Manager at Essex County Council.

Suzie Fothergill

(Conference Chair, panel member)



For over 20 years, Suzie Fothergill has been using her personal experiences to improve the lives of people with learning disabilities. Suzie has worked as a Quality Checker at Skills for People for over 10 years. Suzie has shared some of her personal experiences and thoughts in the publication 'No Going Back' (Campaign for Welfare Reform).

Tammy Murray

(Staff) H&SA Housing Advice

Manager H&SA. @H_S_Alliance



Tammy has more than 30 years of experience in social housing and care services, including housing and care management, needs assessment, development, move on, lettings and housing brokerage. Over the last 13 years, she has focused on housing, care and disability issues. She is now a full time advisor for H&SA.

Tom Noon

(Speaker, member of the panel)

@cordisbright



Tom Noon is the founder of Cordis Bright. He has been a consultant for over 20 years and has worked with over 200 providers of services. He has worked extensively in the field of learning disabilities, working across the voluntary and statutory sector.

Tim Keilty

(Producing the conference film)

@timjkeilty



Tim has worked with people with a learning disability for 20 years, as a support worker in a village community, as a supporter to a People First group, an advocate, as a Person Centred Planning Co-ordinator and now as a Special Projects Manager. Tim has recently joined New Prospects Association based in North Tyneside.

Troy Jones

(Board) H&SA Director. @Cordisbright

Troy is Commissioning Officer for Kent County Council. Troy develops commissioning strategies to ensure the effective delivery of accommodation-based services. He has over twenty years of experience in learning disability provision.

Conference agenda

THURSDAY 20 NOVEMBER 2014

TIME	SESSION TITLE AND SPEAKERS
10.00	Registration
11.00	Opening Session - Conference Chair's address Gary Bourlet / People First England Suzie Fothergill / Skills for People
11.10	Looking into the Future Tom Noon / Cordis Bright
11.25	When is an Institution an Institution? Judith North / Orenda Consultancy Katherine Simmons
11.40	Breaking Down Barriers Andrea Pope-Smith / ADASS Rosy Pope / ADASS
12.00	What is the future of independent living for people with learning disabilities? Chair: Professor Chris Hatton / Lancaster University Panel: Andrea Pope-Smith / ADASS Caroline Tomlinson / My Life Neil Crowther / Consultant Dr Simon Duffy / Centre for Welfare Reform Catherine Carter / CHANGE Tom Noon / Cordis Bright
1.00	Lunch (1-2pm)

2.00	Parallel seminars
	WS1: No Going Back
	WS2: The impact of the Care Act on housing & support
	WS3: Advocacy and the Care Act
	WS4: Good housing is achievable
	WS5: Managing the introduction of Personalisation and ISFs for People with Learning Difficulties
3.15	Parallel seminars (repeated as above)
4.15	Is the care industry fit to support good lives for people with learning disabilities? Chair: Alan Rosenbach / Care Quality Commission Panel: Sally Warren / Paradigm Jackie Downer MBE / Paradigm Sam Sly / Beyond Limits Sarah Maguire / Choice Support Moira Griffiths / Family Mosaic Professor Roger Ellis OBE / Buckinghamshire New University
5.15	Conference film- No Going Back Tim Keilty / New Prospects
5.25	H&SA Closing remarks Alicia Wood / CEO H&SA Gary Bourlet / People First England Suzie Fothergill / Skills for People
5.30	End of conference
7.30	Dinner & Dance

Parallel seminars

WS1: No Going Back

Facilitated by: **Open Door Theatre**

(2pm ONLY) This will engage with the audience and create a theatrical debate, in which experiences and ideas past and present will be shared, generating a sense of solidarity to all that attend. Inspired by several true stories

WS2: The impact of the Care Act on housing and support

Facilitated by: **Steve Harris**

A chance to consider the key implications of the Care Act

on the provision of housing, care and support services. The session will focus on the strategic, operational and legal elements, and help delegates understand what they mean for practice.

WS3: Advocacy and the Care Act

Facilitated by: **Johnathan Senker**

This workshop will build on knowledge to help explore and understand together what difference the stronger right to advocacy in the Care Act can make. It will include

considering: What are the new rights to advocacy in the Care Act? What difference can they make? Who will they make a difference to? What can we do to use the new laws about advocacy to support people to enjoy better rights and have their voices heard?

WS4: Good housing is achievable

Facilitated by: **Tammy Murray, Jayne Knight, Eric Hardman, John Verge, Graeme Jackson, David Abbey**

H&SA members share examples of person centred approaches to housing, and highlight significant factors for success. This discussion is followed by

a facilitated learning session to identify 'what stops us from getting good housing', and the group will propose solutions to barriers.

WS5: Managing the introduction of Personalisation and ISFs for People with Learning Disabilities

Facilitated by: **Professor Roger Ellis and Dr Simon Duffy**

This work stream will review the steps which had to be taken by the CEO of Choice Support to introduce Personalisation and ISF, the challenges of doing this and how these were overcome.